# CENTRAL REGISTRY PROCEDURE MANUAL

Subject: Placing and Releasing an Alert in the Central Registry	Number: 650-51
Effective Date: 6/22/2015	

#### **PURPOSE:**

To increase communication and consistent application of certification eligibility criteria, this policy provides certifying entities with a standardized process for review of criminal record information and documentation of pending and completed investigations in the Central Registry.

#### **REGULATION GUIDANCE:**

Certifying entities and EMSA staff will review applicant Criminal Offender Record Information (CORI) results, and document the Central Registry information prior to certification and upon receipt of subsequent criminal activity notifications from the Department of Justice (DOJ).

# **Certifying Entity Responsibilities:**

- 1. Prior to issuing certification, a certifying entity will receive and review CORI results from the DOJ and the Federal Bureau of Investigation (FBI).
- 2. DOJ and FBI CORI results that indicate a potential for disciplinary cause must be reviewed, investigated and documented in the central registry by placing an alert of "pending investigation".
  - An individual shall be denied for EMT certification when they have certain criminal history as specified in Cal. Code of Regs., Title 22, Div. 9, Chapter 6, § 100214.3(c)(1) through-(9) and in Health and Safety Code §1798.200(c)(1) through (c)(1 2).
- 3. A non-LEMSA certifying entity must refer an EMT applicant to a LEMSA for certification when a there is a potential for disciplinary cause, based on an investigation by the certifying entity prompted by a DOJ and/or FBI CORI.
- 4. An alert to "review for investigation" or documenting a pending investigation will be placed on the applicant profile or EMT record.

# **EMSA** Responsibilities:

- EMSA staff will review the secondary copy of CORI reports and place an alert as needed, documenting "review for investigation" in the applicant profile or EMT record when criminal conduct reported in the CORI indicates a potential for disciplinary cause as specified in Cal. Code of Regs., Title 22, Div. 9, Chapter 6, Section 100214.3 and HSC 1798.200
- 2. EMSA staff will also send a letter to notify the certifying entity listed on the CORI report of the CORI results that may warrant an investigation.

Note: An alert can be placed by a non-LEMSA certifying entity, a LEMSA or EMSA staff.



#### PROCEDURE:

This procedure will address review of criminal history reported in the FBI/DOJ Criminal Offender Record Information (CORI), and will provide instruction for documenting the Central Registry. If a CORI report does not reflect any criminal history, refer to the procedure for EMT certification located at the bottom of the EMT webpage.

#### **Review of CORI Record:**

All criminal history reported on a CORI report that may be a potential violation of the Health and Safety Code § 1798.200 must be investigated. Certain criminal history will prevent an individual from becoming certified, and other criminal history may result in the certificate being placed on probation for a set period of time.

Before a certification maybe issued, a certifying entity must review both the DOJ and FBI results and investigate any criminal history to ensure that a certificate may be issued.

Both statute (Health and Safety Code § 1798.200(c)(1) through (c)(1 2)) and regulation (Cal. Code Regs., Tile 22, Div. 9, Ch. 6, § 100214.3(a)(1) through (9) and (d)(1) through (2)-) outline criminal history that "shall not" result in a certification.

Information provided on an applicant's CORI report that may be a potential violation of Health and Safety Code § 1798.200(c)(1) through (c)(1 2) and Cal. Code Regs., Title 22, Div. 9, Ch. 6, § 100214.3(a)(1) through (9) and (d)(1) through (2) must be verified through an investigation and documented in the Central Registry as an alert.

## **Documenting an alert:**

When criminal history information on a CORI report requires an investigation, an alert will be placed by the LEMSA on the EMT record or person profile to reflect a pending investigation.

First, verify EMT certification status using the Central Registry. In the left column of the Central Registry under Licensee click >Edit to begin a search for the EMT record using the social security number.

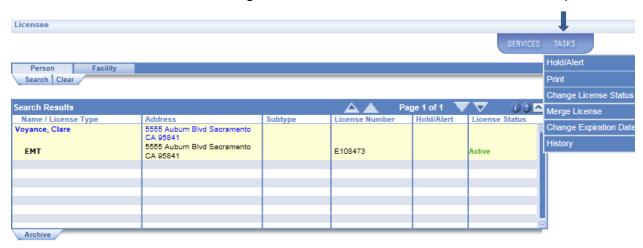


If the search does not provide an EMT record, the applicant has a "profile" only, but is not certified. Search for the "profile" using the social security number in the Applicant > Edit module.

Next, select the EMT record or applicant profile to open the record. (EMT record shown)

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er Hold/Alert License Status
Active

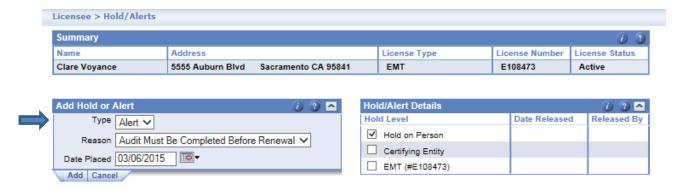
Under the "Tasks" menu on the right side of the screen, click the "Hold/Alert" option



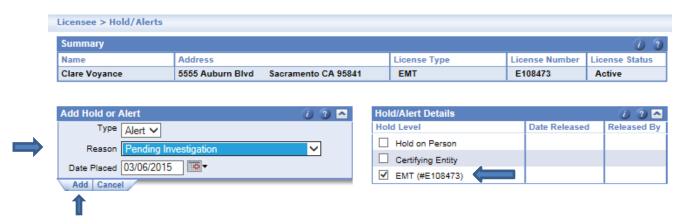
You will see any previous holds or alerts that have been placed on the record. Click on the notepad to review information about the reason for the alert.



In the "Add Hold or Alert" panel, the "Type" defaults to Alert.



In the "Add Hold or Alert" panel, use the dropdown arrow to change the "Reason" to "Pending investigation".



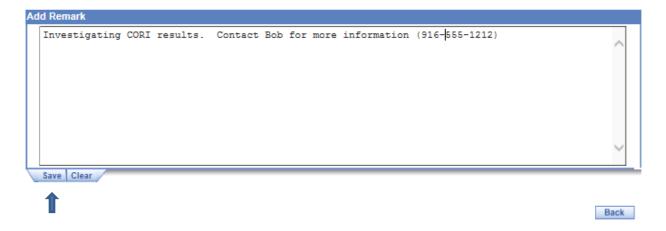
In the "Hold/Alert Details" panel, check the box for "EMT" if the individual is certified. This will place the alert on the EMT record only. If there is a profile record only, check the box for "Hold on Person".

Click the "Add" tab to add the alert.

Next, click on the notepad icon to add a note about the pending investigation and who to contact for more information. Other certifying entities will be able to review this note.



Enter a remark and click the "Save" tab.

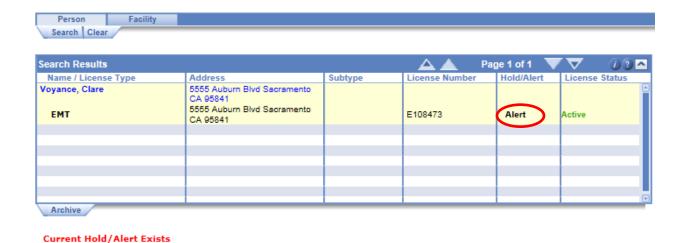


Click the "back" button to return to the previous screen.



The Alert is now active.





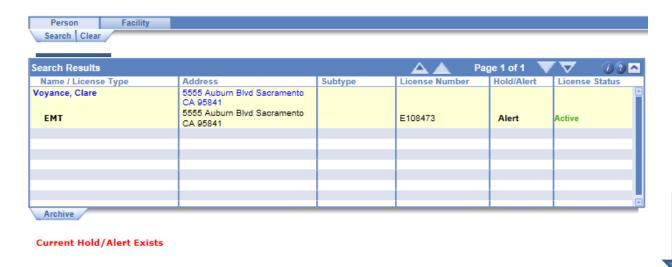
# **Releasing an Alert:**

When your investigation is complete, the alert should be released from the EMT record or person profile, and the remarks should be updated to summarize the investigation results.

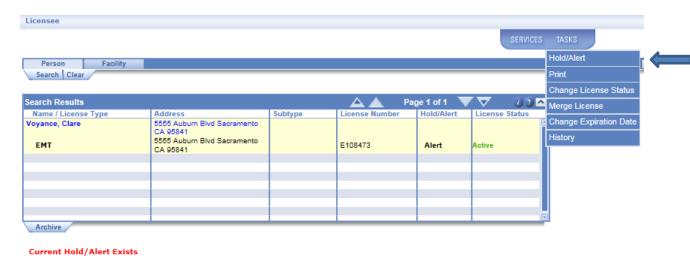
In the left column of the Central Registry under Licensee click >Edit to begin a search for the EMT record using the social security number.



Next, select the EMT record or applicant profile to open the record. (EMT record shown)



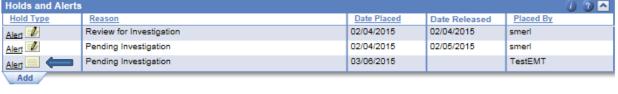
Under the "Tasks" menu on the right side of the screen, click the "Hold/Alert" option



You will see any previous holds or alerts that have been placed on the record.

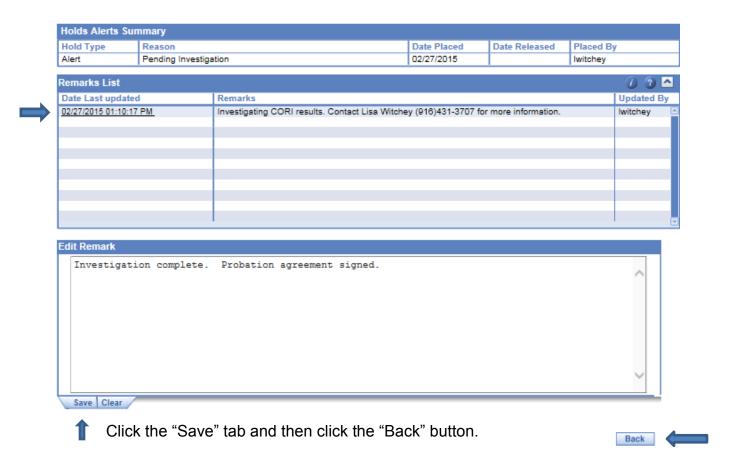
### Click on the notepad icon



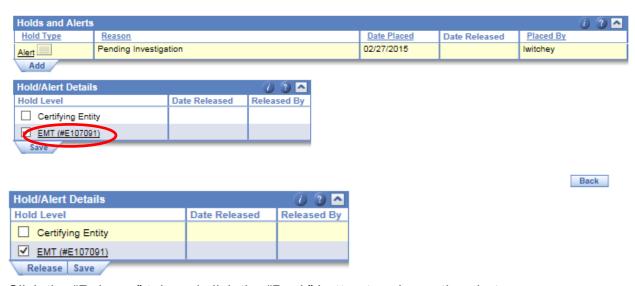


Back

In the Remarks List panel, click the remark date to update the remarks with a summary of the completed investigation.



Click the underlined EMT number to access the alert.



Click the "Release" tab and click the "Back" button to release the alert.

The alert is now released. Alert history, including remarks, are available for review by accessing the Hold/Alert through the Tasks menu.